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# **Administration & Regulatory Affairs**

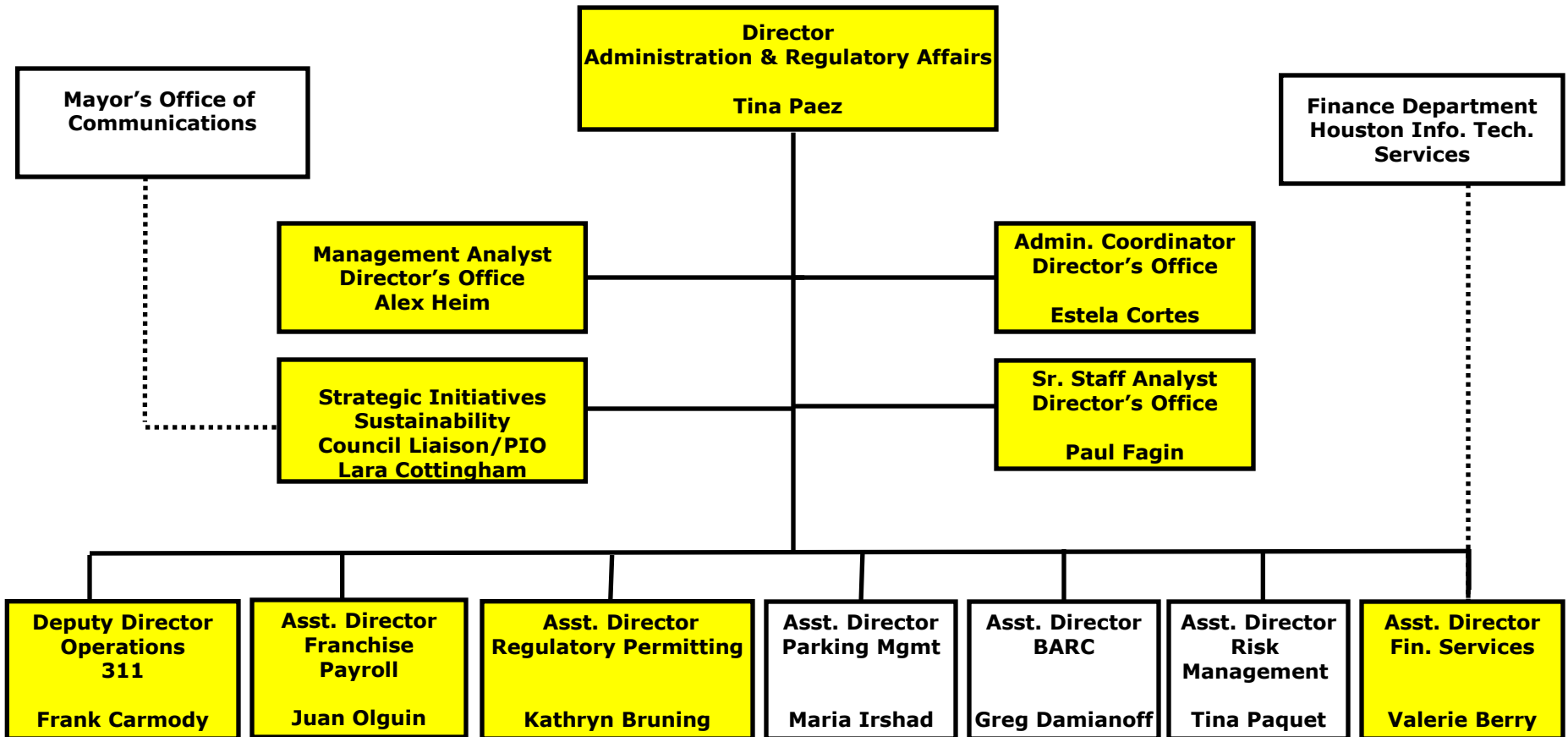
## **Preliminary FY2017 Budget: GENERAL FUND**

### **Budget & Fiscal Affairs Committee**

**April 25, 2016**



# Administration & Regulatory Affairs Organization Chart





# Budget Summary

## ARA General Fund (in millions)

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Fund	Revenue FY16 Budget	Revenue FY17 Preliminary Estimate	+/- \$/%	Expend. FY16 Budget	Expend. FY17 Preliminary Estimate	+/- \$/%
<b>General Fund</b>	\$205.9	\$213.4	\$7.5/ 3.6%	\$29.5	\$30.5	\$1.0/ 3.4%

FY2017 General Fund proposed expenditure budget includes a \$9.5M transfer to BARC Special Revenue Fund.



# Budget Summary

## General Fund Revenues By Category

(in Thousands)

Category	FY15 Actual	FY16 Budget	FY16 Estimates	FY17 Preliminary Estimates	+ / - \$ / % FY17 Preliminary Est./FY16 Est.
Franchise Fees	\$188,444	\$186,401	\$190,971	\$191,772	<b>\$801/0.42%</b>
Licenses and Permits	16,179	16,012	17,647	17,680	<b>33/0.18%</b>
Charges for Services	1,245	1,232	1,355	1,574	<b>219/16.15%</b>
Fines and Forfeits	2,047	1,952	1,993	2,027	<b>33/1.67%</b>
Miscellaneous/ Other	396	302	313	302	<b>-11/-3.53%</b>
<b>Total</b>	<b>\$208,310</b>	<b>\$205,900</b>	<b>\$212,279</b>	<b>\$213,355</b>	<b>\$1,075/0.51%</b>



# FY2017 General Fund Preliminary Revenue Budget Highlights

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## FY2017 General Fund Revenue Budget Compared to FY2016 Revenue Budget:

- ❑ **Electricity Franchise:** FY2017 proposed budget \$1.3M higher than FY2016 budget based on increased kwh sales
- ❑ **Cable TV Franchise:** FY2017 proposed budget \$2.2M higher than FY2016 budget due to rate increases by cable providers and continued subscriber growth
- ❑ **Solid Waste Hauler Franchise:** FY2017 budget \$561K higher than FY2016 budget due to customer growth and storm debris removal
- ❑ **Telephone Franchise:** Although the FY2017 budget is \$835K higher than FY2016, this is still a decreasing revenue source as it is based on the # of landlines and we are all "cutting the cord". We are only increasing the budgeted amount because the revenue isn't falling as precipitously as in the past
- ❑ **Other Licenses and Permits:** FY2017 budget \$1.5M higher as more regulatory licenses and permits are anticipated.



# Budget Summary

## General Fund Expenditures By Category

(in Thousands)

Category	FY15 Actual	FY16 Budget	FY16 Estimates	FY17 Preliminary Estimates	+ / - \$ / % FY17 Preliminary Est./FY16 Est.
Personnel Services	\$14,938	\$15,866	\$15,643	\$16,901	\$1,257/8.04%
Supplies	91	120	134	139	5/3.67%
Other Services & Charges	3,768	3,890	4,085	3,960	-125/-3.07%
Furniture & Equipment	4	10	110	0	-110/-100.00%
Transfer to BARC Special Revenue Fund	10,090	9,609	9,524	9,524	0/0.0%
<b>Total</b>	<b>\$28,891</b>	<b>\$29,496</b>	<b>\$29,496</b>	<b>\$30,523</b>	<b>\$1,027/3.48%</b>



# FY2017 Preliminary General Fund Expenditure Highlights

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## ❑ **FY2017 Budget Reduction - \$535K**

Budget reduction of \$535,031 offset by approved funding increases detailed below, mainly in support of increased customer growth and revenue growth

## ❑ **Permitting – \$565K increase**

Additional funding for customer service reps and enforcement officers to support the increase in the number of licensed drivers and permitted vehicle inspections being processed through the Vehicle for Hire Regulation Section

## ❑ **Asset Disposition Operations - \$98K increase**

Funding to support surplus vehicle sale operations. Expenditures offset with about \$1.6 million vehicle sale revenue from Fund 9002 Fleet Equipment Special Revenue Fund

## ❑ **Sustainability Office Transfer to ARA - \$85K increase (transfer)**

Sustainability function transferred to ARA in March; one FTE to handle energy sustainability-related functions in ARA



# FY2016 ARA General Fund Accomplishments & Highlights

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## 311:

- **Tax Day Flood Event:**

- Answered 9,800 calls on 4/18/2016 after the storm - 45% higher than our average Monday volume
- Answered 11,764 calls on Tuesday, which was 103% higher than normal Tuesday
- Answered 6,964 calls on Wednesday, which is 20% higher than a normal Wednesday
- As of 4/23/2016, 311 had created 1,666 Flooding and Crisis clean-up SRs
- Exceeded goal for service requests (SRs) coming in through web (3.6%) or via the 311 app (5.6%); goal was a combined 5% - achieving 9.6%.  
NOTE: ~ 40% of pothole SRs are through app
- More than 30,000 downloads of the 311 app to date – up 66% since last year
- Enhanced the 311 app by adding emergency informational buttons
- Implemented 311 Courtesy Call-back feature so citizens will not need to wait on-hold





# FY2016 ARA General Fund Accomplishments & Highlights (cont'd)

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## 311 (cont'd):

- Added functionality to [311 Map](#) to show intermediate progress of SR rather than just "Open" or "Closed"
- Integrated Parking Management System (T2) with 311 system (Lagan) to inform Parking field personnel immediately when a malfunctioning parking meter is reported to 311
- Added functionality for 311 to send geo-fenced emails to app customers
- Posted five years' of [311 data](#) to the website for access by the public
- Leveraged the 311 system within the City of Houston by:
  - Implementing programs for after-hours calls for HITS and Fleet Depts.
  - Acting as Point of Contact for any City employee needing the language interpretation line



# FY2016 ARA General Fund Accomplishments & Highlights (cont'd)

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## Regulatory Permitting Division:

- Named International Regulator of the Year in Sept. 2015
- Finalist for the 2016 US Conference of Mayor's Livability Awards – one of only 10 large cities selected
- Assisted NRG staff in setting record for taxis staged at Final Four games in March 2016
- Taxi Permit Distribution: implemented ordinance that created the first ever taxi driver owned and operated taxi company
- Completed Phase I of Accessibility Ordinance Implementation – Permittee Option Selection
- Set record for customers served at **70,566** as of April 15, 2016: up almost 211% from FY2014; 77% from FY15
- Set record for vehicles inspected: **24,959** vehicles inspected through April 15, 2016; almost 239% up from FY2014 and up 73% from FY2015
- Tax Day Flood Event: instituted taxi voucher program to assist with transportation for affected citizens



# **FY2016 ARA General Fund Accomplishments & Highlights (cont'd)**

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## **Franchise Administration Division:**

- Initiated audits of 10 telecom franchisees as well as CenterPoint Energy's two franchises; preparing next round of audits for solid waste franchisees
- Collected \$118,586 in delinquent franchise payments from franchisees
- Increased revenue collections by \$2.5 million over FY2015



# FY2017 ARA Planned Initiatives: General Fund - Alignment with Plan Houston

Division	Initiative	Plan Houston Core Strategy	Plan Houston Goal/Action
311	Implement Web Chat Functionality	Communicate clearly and with transparency	Provide information to the public in formats they can use and understand-BFA
311	Implement Geo-Fenced Push Notifications to Mobile Phones	Nurture healthy and safe neighborhoods	Provide responsive and efficient public safety services that use technology effectively-BFA
Franchise Administration	Implement Distributed Antenna System (DAS) Ordinance	Sustain quality infrastructure	Provide efficient, cost-effective infrastructure-BFA
Regulatory Permitting	Purchase Fingerprint Scanners	Nurture healthy and safe neighborhoods	Provide responsive and efficient public safety services that use technology effectively-BFA
Regulatory Permitting	Implement Electronic Workflow for Vehicle-for-Hire Inspections	Spend money wisely	Fiscally responsible, accountable, and responsive public services and civic investment
Regulatory Permitting	Issue RFP to Replace Obsolete Permitting System	Sustain quality infrastructure	Provide efficient, cost-effective infrastructure-BFA
Regulatory Permitting	Work with Super Bowl HLOC to Implement Plan for Anti-ambush Marketing and Vehicles-for-hire	Partner with others, public and private	Collaborate with partner organizations on infrastructure solutions, economic development and other opportunities-BFA/PHIAC
Regulatory Permitting	Implement Phase II of Vehicle-for-Hire Accessibility Ordinance	Connect people and places	Support a well-connected transportation network that includes transit, bicycle and pedestrian options-BFA/PHIAC



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# Questions?



# Appendix: Table of Contents

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# Mission Statement

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***ARA provides efficient and logical solutions to administrative and regulatory challenges. Our goal is to provide increasing value to Houston via a customer-driven team that pursues continual improvement to operational efficiency and service excellence.***



# ARA FY2016 DEMOGRAPHIC BREAKDOWN

Category	White	Black	Hispanic	Asian	Other	Total
<b>Males</b>	25	59	38	8	1	131
<b>%</b>	6.5%	15.4%	9.9%	2.1%	0.3%	34.2%
<b>Females</b>	47	103	82	20	0	252
<b>%</b>	12.3%	26.9%	21.4%	5.2%	0.0%	65.8%
<b>ARA Totals</b>	72	162	120	28	1	383
<b>%</b>	<b>18.8%</b>	<b>42.3%</b>	<b>31.3%</b>	<b>7.3%</b>	<b>0.3%</b>	<b>100%</b>
<b>Citywide Totals</b>	7,260	7,725	5,316	1,396	83	21,780
<b>%</b>	<b>33.3%</b>	<b>35.5%</b>	<b>24.4%</b>	<b>6.4%</b>	<b>0.4%</b>	<b>100%</b>





# FY2017 ARA Performance Measures: General Fund

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Performance Measures	FY15 Actual	FY16 Budget	FY16 Estimate	FY17 Budget
311 Average Speed of Answer (seconds)	73	75	96	90
311 Svc Request Submitted via Smart Phone or Web	7.0%	5.5%	9.6%	7.0%
Alcohol Site Survey Completion (days)	8.4	10	9	10
Houston Permitting Center (HPC) Wait Time (Minutes)	25	25	40	30
HPC Customer Satisfaction Survey Rating	100%	98%	100%	98%
HPC Vehicle-for-Hire Customers Served	30,683	25,000	71,500	65,000

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# FY2017 ARA Preliminary Fund Summary

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Fund	% Total FTEs	% Total Funds Managed
General Fund	51.9%	36.8%
BARC Special Revenue Fund	29.0%	16.6%
Parking Management Special Revenue Fund	17.9%	25.2%
Property & Casualty Fund	1.2%	14.8%
Central Services Revolving Fund	0%	6.6%
Totals	100%	100%

[Return](#)



# ARA Functions - General Fund FY17 Preliminary Budget (in thousands)

## ARA Dept.

**\$20,999\***  
**FTEs 214.3**

### Director's Office

**\$1,436**  
**FTEs 6.0**

- ARA General Management
- Strategic Planning and Initiatives
- Council Liaison
- PIO
- IT Liaison
- Administration
- Energy Sustainability

### Franchise Mgmt& Util

**\$846**  
**FTEs 7.0**

- Franchise Administration
- Utility Complaints (electricity, gas, cable, etc.)
- Citywide Policy & procedure
- Utility Regulation

### Regulatory Permitting

**\$5,930**  
**FTEs 52.3**

- Business Licenses
- Burglar Alarm Administration
- Vehicle for Hire Regulation

### Payroll Services

**\$4,329**  
**FTEs 46.9**

- Citywide Payroll Operations

### Operations

**\$7,466**  
**FTEs 96.4**

- 311 Help & Info Center
- Asset Disposition
- Records Mgmt
- Mail Services
- Print Shop Services

### Financial Services

**\$991**  
**FTEs 5.7**

- Budgeting
- Accounting
- Fixed Assets

**\*Note: Does not include \$9.5M transferred to BARC Special Revenue Fund or the 198.6 FTEs in the ARA special revenue fund divisions.**

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# TELEPHONE FRANCHISE FEES

Actual Historical Telecom Revenues per COH Financial System	
FY02	\$58,694,776
FY03	\$56,434,715
FY04	\$52,925,678
FY05	\$49,713,992
FY06	\$50,176,079
FY07	\$50,433,995
FY08	\$49,374,105
FY09	\$48,086,050
FY10	\$47,348,901
FY11	\$46,547,807
FY12	\$45,429,737
FY13	\$44,986,558
FY14	\$43,891,689
FY15	\$43,444,558
FY16 Estimate	\$43,467,000
FY17 Proposed	\$42,000,000



# CABLE TV FRANCHISE FEES

Actual Historical Cable TV Revenues per COH Financial System	
FY02	\$10,172,376
FY03	\$9,689,217
FY04	\$9,875,606
FY05	\$10,695,450
FY06	\$11,260,491
FY07	\$12,519,039
FY08	\$13,695,607
FY09	\$14,956,954
FY10	\$17,257,533
FY11	\$17,824,679
FY12	\$19,361,551
FY13	\$20,709,773
FY14	\$21,938,022
FY15	\$23,890,482
FY16 Estimate	\$25,408,000
FY17 Proposed	\$26,132,516



# YTD FY2016 Vehicle-for-Hire Enforcement

## NUMBER OF CITATIONS ISSUED YTD FY2016 BY PERMITTEE TYPE

TNC	435
Limo	820
Taxi	400
Other VFHs	268
<b>TOTAL:</b>	<b>1,923</b>

Most Common VFH Offenses Include:

- Operating VFH without a permit, City of Houston Drivers License, and/or inspection sticker
- Operating a VFH that fails to meet the City's vehicle age limits
- Operating a VFH without displaying consistent and distinctive signage
- Operating a VFH without a valid Texas Driver's License
- Operating a VFH without a fire extinguisher (State Law)
- Illegal solicitation or street hail of a passenger

[Return](#)




# 311 Emergency Links

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- ❑ [Site to submit online 311 Customer Service Request  
http://hfdapp.houstontx.gov/311/index.php](http://hfdapp.houstontx.gov/311/index.php)
- ❑ [Link to use the find my towed car  
http://findmytowedcar.com/tvrmscitizen/mainpage.aspx](http://findmytowedcar.com/tvrmscitizen/mainpage.aspx)
- ❑ Phone number for the towed car application:  
713-308-8580



 > Houston 311

# 311 Website

311 Call Wait Time - BARC/Animal (713-837-0311) 5 minutes @ Apr 8 2016 4:42PM

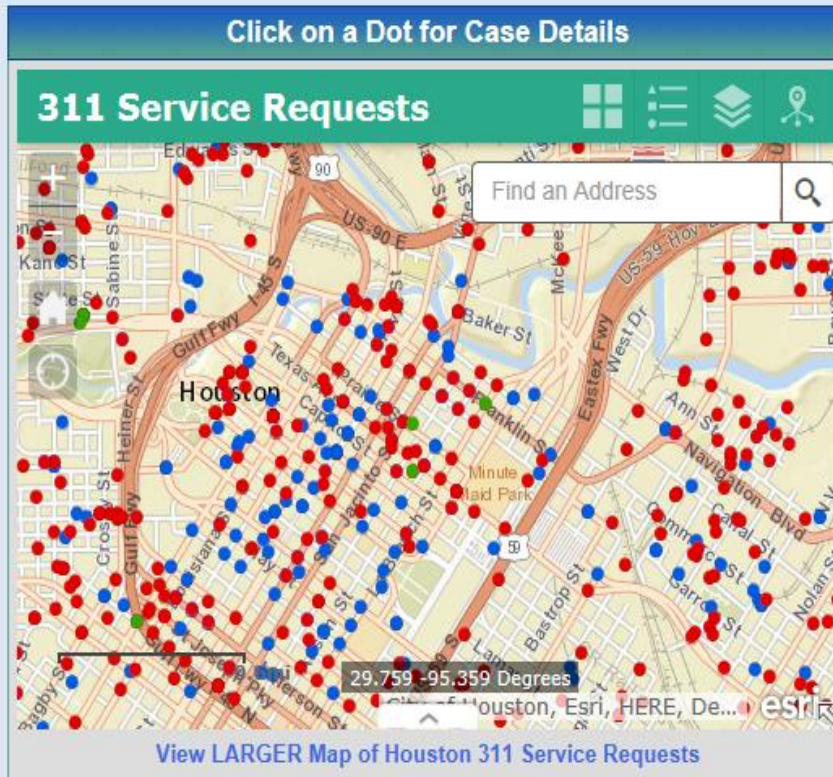
[Report Traffic Signal Problem](#) • [Report Street Potholes](#) • [311 Heatmaps](#) • [Current Key Issues](#) • [Pothole Tracker](#)

## 311 Links

### Most Popular Links

- [311 Home Page](#)
- [311 Heatmaps](#)
- [311 Performance Dashboard](#)
- [311 Website Survey](#)
- [A - Z City Functions Index](#)
- [About Houston's 311 Dept.](#)
- [Feedback](#)
- [Hire Houston Youth](#)
- [How to Use This Site](#)
- [Pothole Tracker](#)
- [Report Street Potholes](#)
- [Report Traffic Signal Problem](#)
- [Submit a Service Request](#)
- [Track Your Service Request](#)
- email to: [311@houston.tx.gov](mailto:311@houston.tx.gov)

## Click on a Dot for Case Details



## Find A 311 Service For...

Click on a category below for specific information on making a 311 service request

- [Animals and Pets](#)
- [Business](#)
- [City Govt, Elections, Etc.](#)
- [Employment and Education](#)
- [Garbage, Recycling, Etc.](#)
- [Health and Safety, Etc.](#)
- [Licensing, Permits, Fees, Fines, Taxes](#)
- [Neighborhoods / Property](#)
- [Parks and Trees](#)
- [Recreation and Events](#)
- [Traffic, Streets, Drainage](#)
- [Utilities \(Water, Sewer, ...\)](#)

HOUSTON 311 HELP & INFO

311 SMARTPHONE APP



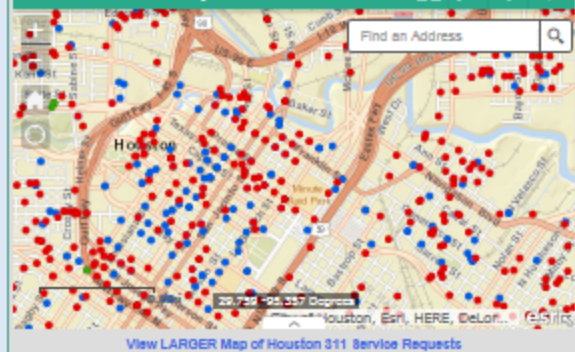
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- email to: 311@houston.tx.gov

## Click on a Dot for Case Details

### 311 Service Requests



## Find A 311 Service For...

Click on a category below for specific information on making a 311 service request

- Animals and Pets
- Business
- City Govt, Elections, Etc.
- Employment and Education
- Garbage, Recycling, Etc.
- Health and Safety, Etc.
- Licensing, Permits, Fees, Fines, Taxes
- Neighborhoods / Property
- Parks and Trees
- Recreation and Events
- Traffic, Streets, Drainage
- Utilities (Water, Sewer, ...)

## HOUSTON 311 HELP & INFO



Having difficulty entering an address on the online service request (SR) site, try the helpful tips page. To access City department and online service requests, click on the categories to the left, or search the full service directory menu via the info index.

If you don't find any category on this site for your specific service request, please email us at 311@houston.tx.gov.

Click a service category below for specific information on making a 311 service request:

Animals and Pets	Business	City Govt, Elections, and Records
Employment and Education	Garbage, Recycling, and Graffiti	Health, Safety, and Social Services
Licensing, Permits, Fees, Fines, Taxes	Neighborhoods, Property, and Construction	Parks and Trees
Recreation and Event Planning	Traffic, Streets, and Drainage	Utilities ... Water, Sewer, Electric, Gas ...

## 311 SMARTPHONE APP



311 Smartphone FAQs

## IN CASE OF EMERGENCY ...



Houston Emergency Mgmt. • Harris County 911

## 311 News and Notes Now

• Houston's non-emergency online service directory and service request site. Please call 311 or 713.887.0311 to submit a service request, or submit online below. New Municipal Courts Kiosks are located inside the HPD substations located at 2855 Bay Area Blvd in Clear Lake and at 3915 Rustic Woods in Kingwood.

• Help us fix Houston traffic! MobilityHouston is a city-wide conversation that invites you to share your ideas and solutions for Houston mobility with your city leaders and other Houstonians. We're calling on all Houstonians to offer their solutions!

• Public Notice ACEQ MCL California Violation Notices. English and Spanish available.

## Current Data

### 311 Historical Data Reports

(click on link below; or right click, "Save target as...")

- Current Month (piped)
- 2016 (piped)
- 2014 (piped)
- 2013 (piped)
- 2012 (piped)
- 2011 (piped)

(data is updated nightly)

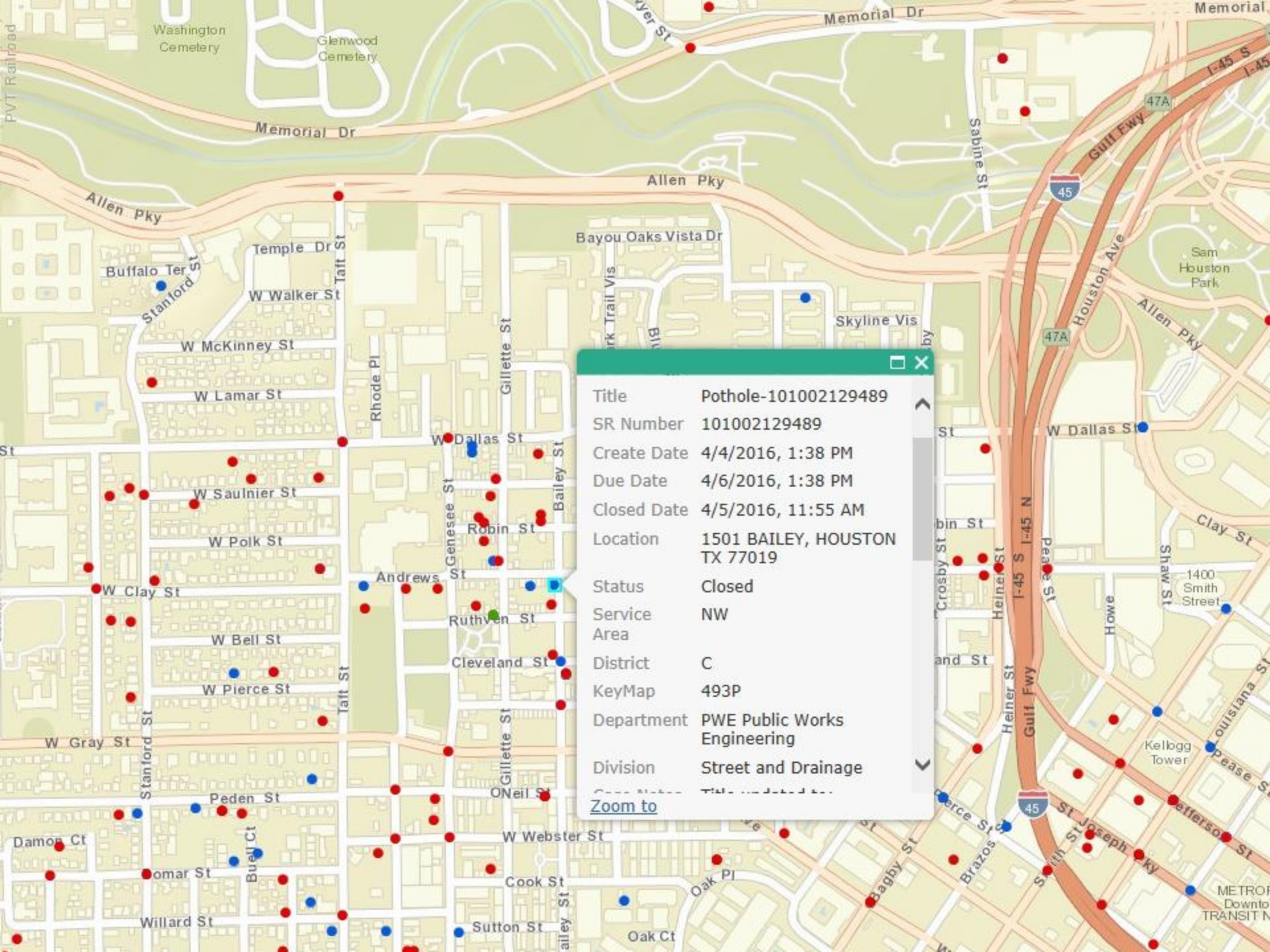
Update 01/20/2016: Individuals looking for pothole data should refer to [www.houstonpotholes.org](http://www.houstonpotholes.org) for current information. The 311 data feeds may not be reflective of the

## Top Ten Service Requests

Updates to the Top Ten are made quarterly

1. Sewer Wastewater
  2. Water Leak
  3. Nuisance On Property
  4. Garbage Container Problem
  5. Water Service
  6. Missed Garbage Pickup
  7. Sewer In Residence or Business
  8. Pothole
  9. Traffic Signal Maintenance
  10. Dead Animal Collection
- Updated: 3/7/2016

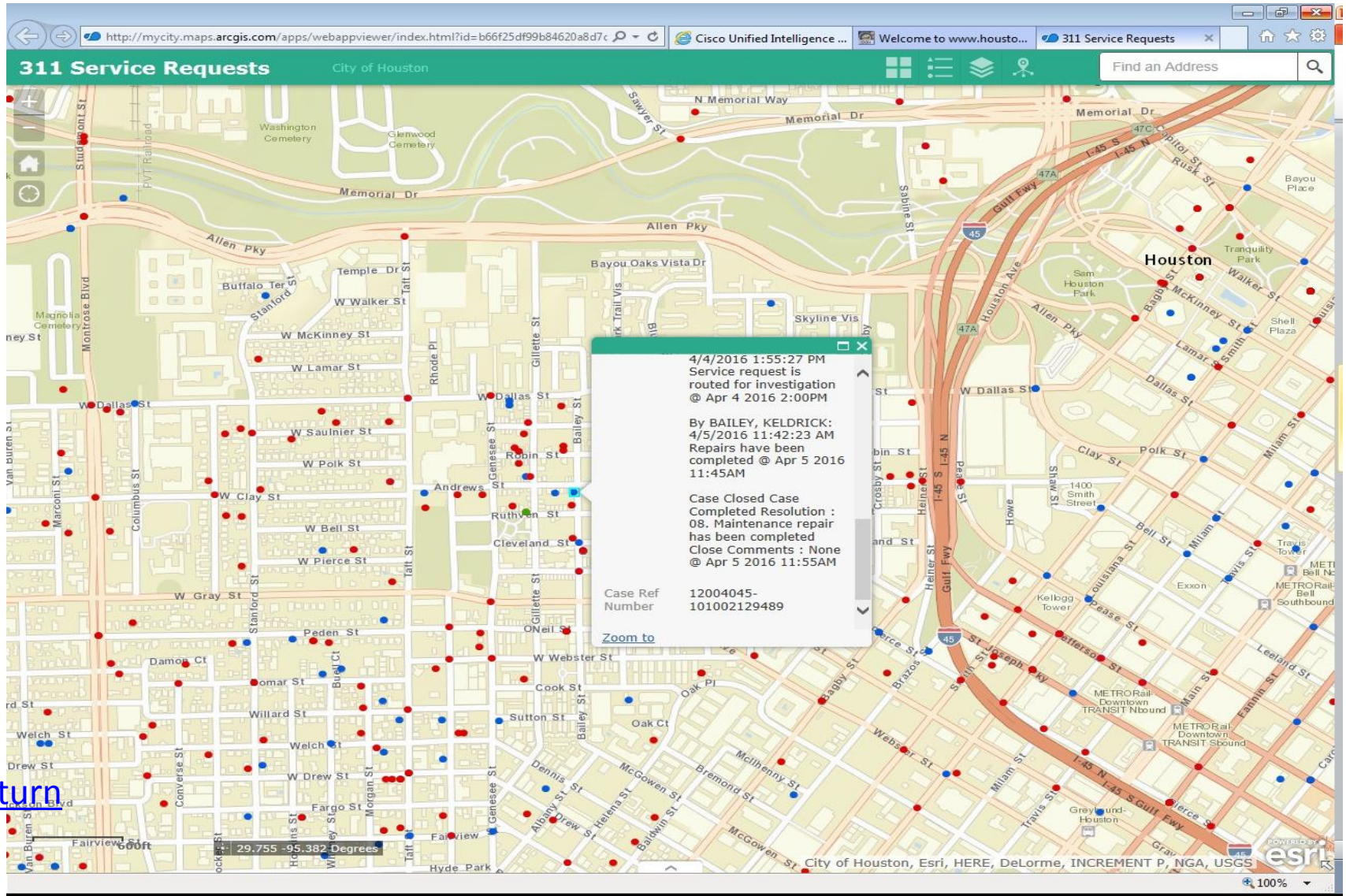
[Return](#)



Title	Pothole-101002129489
SR Number	101002129489
Create Date	4/4/2016, 1:38 PM
Due Date	4/6/2016, 1:38 PM
Closed Date	4/5/2016, 11:55 AM
Location	1501 BAILEY, HOUSTON TX 77019
Status	Closed
Service Area	NW
District	C
KeyMap	493P
Department	PWE Public Works Engineering
Division	Street and Drainage
Case Notes	
<a href="#">Zoom to</a>	



## Return





# 311 Performance Dashboards

## Service Request Volume

One of the quickest ways to gain insight into 311 is to explore the service requests received. There are many different ways to filter, color, and visualize the service requests. Use the different tabs above the visualization to advance through the different graphs and tables.

Bar Chart -Year Over Year   Line Graph   Tree Map   Top Volume Received By...   Ad-Hoc X-Axis

### Volume of Service Requests Received by Month - Line Graph

#### 1. Range of Service Request Date Received:

1/1/2013 12:24:24 AM 3/31/2016 11:56:01 PM

#### 2. Color By:

Citywide

#### 3. Filter By:

##### Department

(All)

##### Service Request Type

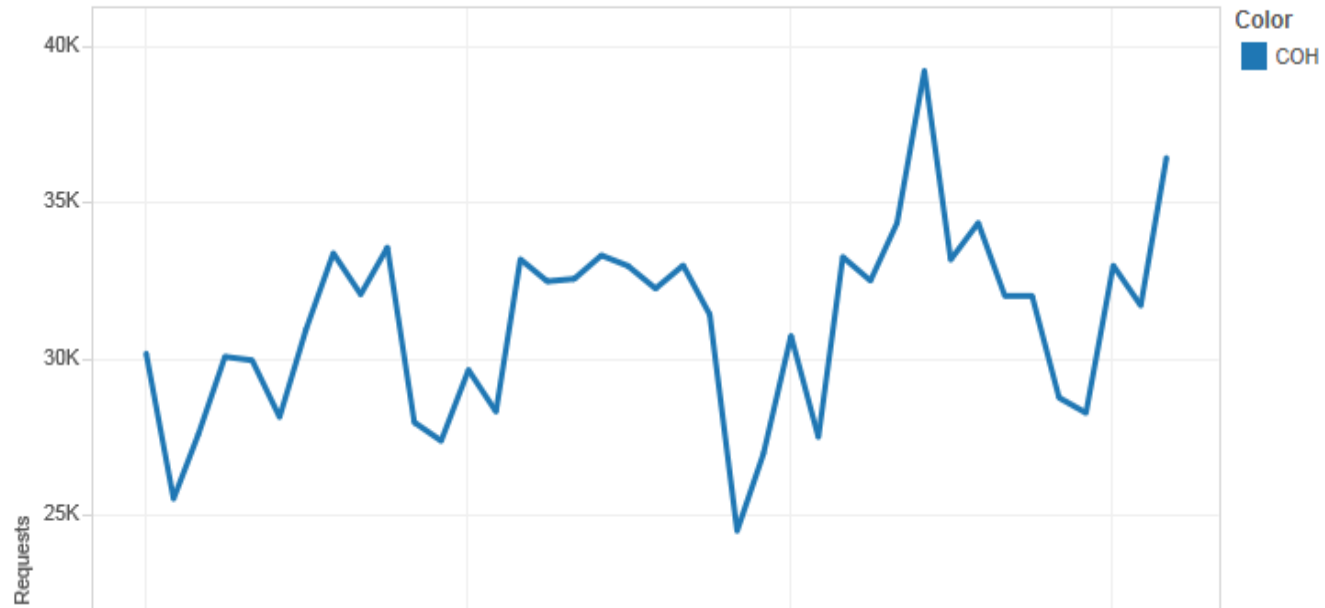
(All)

##### Status

(All)

##### Council District

(All)





# ARA Flood Response

## April 2016

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### ☐ **311 Flood Data:**

- Handled ~9,800 calls from customers on Monday, April 18, 2016. This was a 45% increase over a typical Monday.
- As of 4/23/2016 311 had created 1,666 Service Requests were for flooding and crisis clean-up

### ☐ **BARC:**

Two dogs were picked up from an apartment fire with burns and now at BARC to receive treatment.

### ☐ **ParkHouston:**

Ceased enforcement in Greens Point and relaxed enforcement for week of April 18<sup>th</sup> in the remainder of the city.

### ☐ **Risk Management:**

- Assessment of the initial insured property damage reports for the City's insurance claim recovery is underway.
- The City's insurance broker has been notified that damage assessments are in progress and will be reported.
- Mainly leaking roof damage reported.



**End**